

EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING

Held at Kettunen Center

Tustin, Michigan

September 26, 2001

2:00 p.m.

MINUTES

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. Paul Rogers, Vice Chair	National Emergency Number Association
Chief James Bartholomew	Michigan Association of Chiefs of Police
Mr. John Buczek	Fraternal Order of Police
Mr. Hugh Crawford	Michigan Association of Counties
Ms. Kelly Fennell	Telecommunications Association of Michigan
Mr. Ralph Gould	Michigan Communications Directors Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Mr. Ed Hosmer, representing Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. John Hunt	Public Member, Governor Appointed
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Mr. Dale Berry	Michigan Association of Ambulance Services
Chief William Corbett	Public Member, Senate Appointed
Sheriff Dale Gribler	Michigan Sheriffs' Association
Lt. Jim Hull	Deputy Sheriffs' Association

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 2 p.m.

EVENTS OF SEPTEMBER 11, 2001

Lt. Colonel Madden opened the meeting by calling for a moment of silence in remembrance of the victims of the September 11 terrorist attacks, their families, and all those who are involved in the rescue and recovery efforts.

Lt. Colonel Madden then gave a brief overview of the actions taken at the state level in response to the attacks. The State Emergency Operations Center (SEOC) was opened within 40 minutes of the state becoming aware of the attacks. Seventeen state departments were represented in the SEOC. Lt. Colonel Madden expressed his confidence in the manner in which Michigan reacted to this event and in our state's ability to deal with any future emergencies.

Many inquiries were received about Michigan's efforts to assist the state of New York. The SEOC was in frequent contact with New York officials in the days immediately following the disaster. Their officials advised that their primary needs were for money and blood donations. Additional rescue personnel were not requested and there was no place for them to store supplies.

The Michigan State Police is reevaluating its domestic preparedness and local public safety agencies are encouraged to do the same. One resource is the Michigan State Police Emergency Management Division web site (www.msp.state.mi.us/division/emd/emdweb1.htm). Another resource is the State Emergency

Management Plan. Local agencies can obtain a copy of this plan by contacting their local emergency management coordinator.

APPROVAL OF MINUTES

MOTION to approve the minutes of the August 1, 2001, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

REPORTS

A. REPORT OF THE CHAIR

Public Member Appointments

Correspondence was received from Governor Engler reappointing Mr. John Hunt as a member representing the general public and Mr. Scott Temple as a member representing the Commercial Mobile Radio Service. Each term expires on June 30, 2003. Notification has not yet been received from the Senate on its public member appointment.

Midland County/Verizon Correspondence

Committee members were provided with copies of correspondence between the Midland County Central Dispatch Authority (MCCDA) and Verizon Wireless. In August the attorney representing MCCDA drafted a letter to Verizon Wireless demanding Verizon show written cause as to why MCCDA should not bring enforcement action against Verizon for its failure to be in compliance with FCC Docket No. 94-102. Counsel for Verizon Wireless responded in writing stating that Verizon has been involved in discussions with the ETSC with respect to issues where resolution is necessary to achieve implementation. MCCDA counsel sent a second letter to Verizon asking for clarification on its intent to comply with the FCC Docket.

Lt. Colonel Madden advised that he and a member of his staff have spoken by telephone with a representative from Verizon on a few occasions, however, Verizon appears to be overstating its cooperation with ETSC. Lt. Colonel Madden stated that there is strict confidentiality maintained by the CMRS Subcommittee and he is comfortable with the manner in which information submitted to the subcommittee is handled.

Ms. Hensel will keep the committee apprised of MCCDA's progress in this matter.

Iosco County Correspondence

Committee members were provided with a copy of correspondence from Jim Twarog, Iosco County Central Dispatch Director, advising that Iosco County has mailed another formal request for Phase I service to those CMRS suppliers believed to be doing business in the county. The county received only one request for a non-disclosure agreement in response to their initial Phase I request letters.

Oakland County Correspondence Regarding CDPD

At the August ETSC meeting, Ms. Patricia Coates, Oakland County CLEMIS, brought forward a concern about the wireless surcharge being applied to CDPD (Cellular Digital Packet Data) lines. Ms. Coates was asked to outline the concerns in writing so they might be forwarded to the Attorney General's office for guidance. This document was received and forwarded to the Attorney General's office on September 20, 2001.

Collection of 9-1-1 Stories

At the August meeting it was announced that the ETSC administrative staff would like to establish a library of current wireless E9-1-1 stories that demonstrate the need for Phase I and II technology. These stories will be made available to interested parties, upon request. To date, none have been received. Anyone who has a significant story to relate about a wireless 9-1-1 call that demonstrates the need for enhanced wireless 9-1-1 is asked to forward the information to Ms. Linda Cwiek, Uniform Services Bureau, Michigan State Police, 714 S. Harrison Rd., East Lansing, MI, 48823.

B. DISPATCHER TRAINING SUBCOMMITTEE REPORT

The Dispatcher Training Subcommittee met this morning and, as of today's date, the Michigan Commission on Law Enforcement Standards (MCOLES) and the subcommittee have approved 26 courses. The listing of approved courses will be maintained on the ETSC web site.

C. CMRS SUBCOMMITTEE REPORT

Committee members were provided with a copy of a monthly status report the State of Virginia maintains on wireless implementation. The report captures, by PSAP, the following fields: Request Date Phase I, Projected/Actual Phase I, Phase I Solution, Request Date Phase II, Projected/Actual Phase II, Phase II Solution, and Deployment Status. Virginia posts this report on its website. Members were asked if this information would have value in Michigan. The consensus of the committee is that this information would be useful and would assist PSAPs in identifying other PSAPs who are ahead of them in implementation. This may assist in implementation by facilitating exchange of information between PSAPs. Suggestions regarding other information that should be captured on this form should be forwarded to the ETSC chair. USB administrative staff will put together a form for CMRS suppliers to complete and forward it to CMRS suppliers along with a letter from the ETSC requesting their participation.

D. POLICY SUBCOMMITTEE

Policy A, Routing of Wireless 9-1-1 Calls: MOVED, SECONDED, AND CARRIED unanimously that the subcommittee's proposed revision to Policy A, dated 9/26/01, be adopted. A copy of the revised policy is attached to these minutes. ([Click here to view copy of revised policy.](#))

Policy B, Transfer of Emergency Information Between Public Safety Answering Points: MOVED, SECONDED, AND CARRIED unanimously that the subcommittee's proposed revision to Policy B, dated 9/26/01, be adopted. A copy of the revised policy is attached to these minutes. ([Click here to view copy of revised policy.](#))

Policy C, Procedures for Cellular Telephone Callers Reporting an Incident in Progress: The committee and audience members discussed at length the intent of this policy and the position ETSC should take. Mr. Hunt stated that the original intent of Policy C was to protect citizens from "vigilante" behavior and protect PSAPs from liability. Two opposing viewpoints emerged from the group: some believed the existing draft language is not strong enough and the committee should encourage citizen participation in gathering information for law enforcement. Others expressed concern about the safety of citizens and the potential liability if dispatchers continue to ask questions of citizens who may be placing themselves in danger by trying to aid law enforcement. Sergeant Thompson offered wording to support his position that citizen involvement should be encouraged.

MOTION by Ms. Hensel, seconded by Ms. Fennell, to adopt the proposed revised Policy C. A vote was taken and the motion failed.

MOTION by Mr. Nystrom that the subcommittee rework the Policy C revision, taking into consideration the comments of Sergeant Thompson and other committee members. MOTION CARRIED unanimously.

E. LEGISLATIVE ACTION SUBCOMMITTEE REPORT

The 2001 Annual Report was completed and delivered to the appropriate members of the Legislature by August 30. A copy is available for viewing on the ETSC web site. The Legislative Action Subcommittee will now begin work on putting together guidelines for counties on what information they should begin capturing for next year's annual report.

F. RECERTIFICATION SUBCOMMITTEE

The subcommittee recommended the following criteria be adopted as the basis for third-year certification (2002) of counties in Michigan for receiving wireless funds:

1. To be compliant with Michigan P.A. 78, a county must, prior to November 30, 2001:
 - A. Provide ETSC with documentation of a final 911 plan, approved by that county's board of commissioners. ***This applies only to those counties that recertified for 2001 with a tentative plan. Those counties that have already submitted their revised final plan are compliant with this provision.***
 - B. The final 911 plan must incorporate a reference to FCC Docket 94-102, the wireless emergency service order.
2. Each county must have submitted reporting documentation of expenditures, accounting, and usage of cellular funds received, as requested by the ETSC, via Lt. Col. Madden's office, and as required by the Public Act.

MOTION to accept these recommended criteria. A vote was taken and the MOTION CARRIED unanimously.

The ETSC intends to complete third-year certification by March or early April of next year to allow the Department of Treasury to issue the April 2002 quarterly payment on schedule. Letters will be sent to those counties who have not yet met Criterion #1. Notification of Criterion #2 will be included in the letter to be sent to counties from the Legislative Action Subcommittee regarding the 2002 Annual Report requirements.

G. WIRELESS IMPLEMENTATION SUBCOMMITTEE

The subcommittee presented its Recommendation for Standardized Wireless E911 MSAG Entry for adoption. Subcommittee members advised that this will work with both CAS and NCAS solutions. MOTION to adopt this Recommendation. A vote was taken and the MOTION CARRIED unanimously. ([Click here to view copy of this document.](#))

DISCUSSION

A. NENA Report Card to the Nation

Committee members were provided with a copy of the executive summary of NENA's recently released Report Card to the Nation (RCN). This information is also available on the National NENA web site at www.nena.org. Among the facts contained in the report:

- The RCN grades the Nation as follows:
 - 9-1-1 Quality of Service A-
 - 9-1-1 Availability B
 - 9-1-1 Public Awareness & Education B
 - 9-1-1 Wireless I
 - 9-1-1 Tomorrow D
- 90% of citizens surveyed stated they are either very satisfied or somewhat satisfied with the quality of service they received from the 9-1-1 dispatcher, and 89% reported they were satisfied with the amount of time it took their call to be answered.
- Wireline 9-1-1 service is available to 97.8% of the U.S. population. Congress is encouraged to take action to increase this to 100%.
- It is estimated that there were over 109 million wireless subscribers in 2000.

National NENA is working with the Department of Transportation to create a database to gather more PSAP/county specific information. This should be completed in two years.

The "D" grade for "9-1-1 Tomorrow" reflects the fact that 9-1-1 today was built for a wireline system and wireless is having a significant impact on that system. Movement is slow due to uncertainty about what the future will bring.

PUBLIC COMMENT

A member of the audience asked what, if any, action the ETSC plans to take about counties that accept wireless funds but do nothing to implement 9-1-1 service. Michigan's legislation does not specifically address time frames for implementation. Lt. Colonel Madden advised that, at some point, the ETSC may request the assistance of the Department of Treasury or the Department of Auditor General on this issue.

NEXT MEETING

Wednesday, December 12, 2001, 10 a.m. Ms. Suzan Hensel volunteered to host the meeting in the Midland County area.

The meeting adjourned at 3:30 p.m.

Approved:

Lt. Col. Stephen D. Madden, Chair
Emergency Telephone Service Committee